

# Pearson BTEC Level 3 Nationals Extended Diploma

**Window for supervised period:**

**Monday 24 April 2023 – Monday 15 May 2023**

**Supervised hours** 8 hours

**Paper  
reference**

**20161K**

## **Information Technology**

### **UNIT 14: IT Service Delivery**

**Part B**

**You must have:**

Outline\_Service\_Strategy.rtf, Define\_IT\_Services\_Catalogue.rtf  
IT\_Service\_Management\_Implications.rtf

### **Instructions**

- You will need your research notes from **Part A** (Maximum two A4 sides hard copy).
- **Part A** should be completed before attempting **Part B**.
- **Part B** contains material for the completion of the set task under supervised conditions.
- **Part B** must be taken at any time during the period timetabled by Pearson.
- **Part B** is specific to each series and this material must be issued only to learners who have been entered to take the task in that series.
- **Part B** should be kept securely until the start of the 8-hour supervised assessment period.
- This booklet should not be returned to Pearson.
- Answer all activities.

### **Information**

- The total mark for this paper is 68.

*Turn over* ►

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## Instructions to Invigilators

This paper must be read in conjunction with the unit information in the specification and the *BTEC Nationals Instructions for Conducting External Assessments (ICEA)* document. See the Pearson website for details.

Refer carefully to the instructions in this task booklet and the *BTEC Nationals Instructions for Conducting External Assessments (ICEA)* document to ensure that the assessment is supervised correctly.

The set task must be carried out under supervised conditions.

Electronic templates for activities 1, 2 and 5 are available on the website for centres to download for learner use.

The set task can be completed in more than one supervised session.

Learners can take a maximum of two sides hard copy individually prepared A4 research notes into **Part B** of the set task, as stated in **Part A**.

Learners must complete this task on a computer using the templates provided and appropriate software. All work must be saved as PDF documents for submission.

Learners must save their work regularly and ensure that all materials can be identified as their work.

Centres are free to arrange the supervised assessment period how they wish provided the 8 hours for producing final outcomes are under the level of control specified, and in accordance with the conduct procedures.

Invigilators may clarify the wording that appears in this task but cannot provide any guidance in completion of the task.

Invigilators should note that they are responsible for maintaining security and for reporting issues to Pearson.

Learner notes will be retained securely by the centre after **Part B** and may be requested by Pearson if there is suspected malpractice.

### Maintaining Security

- Learners must not bring anything into the supervised environment or take anything out.
- Centres are responsible for putting in place appropriate checks to ensure that only permitted material is introduced into the supervised environment.
- Internet access is not permitted.
- Learner work must be regularly backed up. Learners should save their work to their folder using the naming instructions indicated in each activity.
- During any permitted break, and at the end of the session, materials must be kept securely and no items removed from the supervised environment.
- Learners can only access their work under supervision.
- User areas must only be accessible to the individual learners and to named members of staff.
- Any materials being used by learners must be collected in at the end of each session, stored securely and handed back at the beginning of the next session.

## Outcomes for Submission

Each learner must create a folder to submit their work. Each folder should be named according to this naming convention:

**[Centre #]\_[Registration number #]\_[surname]\_[first letter of first name]**

Example: Joshua Smith with registration number F180542 at centre 12345 would have a folder titled

12345\_F180542\_Smith\_J

Each learner will need to submit 5 PDF documents, within their folder, using the file names listed.

**Activity 1:** activity1strategy\_[Registration number #]\_[surname]\_[first letter of first name]

**Activity 2:** activity2catalogue\_[Registration number #]\_[surname]\_[first letter of first name]

**Activity 3:** activity3solution\_[Registration number #]\_[surname]\_[first letter of first name]

**Activity 4:** activity4evaluation\_[Registration number #]\_[surname]\_[first letter of first name]

**Activity 5:** activity5implications\_[Registration number #]\_[surname]\_[first letter of first name]

An authentication sheet must be completed by each learner and submitted with the final outcomes.

The work should be submitted no later than 15 May 2023.

## Instructions for Learners

Read the set task brief carefully.

Plan your time carefully to allow for the preparation and completion of all the activities. Your centre will advise you of the timing for the supervised period.

Internet access is not allowed.

You will complete this set task under supervision and your work will be kept securely at all times.

You must work independently throughout the supervised assessment period and must not share your work with other learners.

Refer to any preparatory work from **Part A** to complete **Part B** set task. This material must be in a hard copy format.

### Outcomes for Submission

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**Activity 3:** activity3solution\_[Registration number #]\_[surname]\_[first letter of first name]

**Activity 4:** activity4evaluation\_[Registration number #]\_[surname]\_[first letter of first name]

**Activity 5:** activity5implications\_[Registration number #]\_[surname]\_[first letter of first name]

You must complete an authentication sheet before you hand your work in to your Invigilator.

### Set Task Brief

Frisson Park is an amusement park near Norwich. The amusement park offers a variety of rides, such as roller coasters and carousels, attractions for younger children, on-site restaurants and cafes.

There are 25 full-time permanent members of staff as well as a number of part-time seasonal staff.

There is a full-time general manager, an assistant manager and an office manager.

Visitors to the amusement park can buy tickets:

- online in advance
- at the main entrance.

These tickets allow unlimited rides for the day.

Another option is to buy a visitor pass and then pay for each ride.

There is a supervisor at the entrance to the amusement park who manages a team of park entrance assistants. The park entrance assistants check the tickets visitors have bought and they also sell tickets to visitors who need to buy them.

The office manager manages an administration team. The administration team is responsible for the general administration of the amusement park.

The assistant manager, who is also the health and safety officer, manages a team of maintenance staff who maintain all the rides and do all the general maintenance.

The amusement park has a website that provides information about its facilities and also allows people to buy advance tickets online.

The computing facilities in the amusement park consist of:

- a fileserver
- a PC used by the office manager
- six PCs available to the administration team
- a PC for the general manager
- a laptop for the assistant manager
- a laptop for the park entrance supervisor
- EPOS terminals for the park entrance assistants.

Many of the rides have their own computer control systems. These carry out actions such as monitoring sensors, controlling the ride when it is running and controlling the cameras that take photos of the people on the rides.

A stock control system is used to keep records of spare parts for rides and attractions in the amusement park.

Most of the IT equipment has been in place for several years and is due to be upgraded or replaced, as necessary.

## Frisson Park amusement park

Location	Norwich
Number of on-site staff – 25 full-time plus part-time seasonal staff	<ul style="list-style-type: none"> <li>• General Manager (1)</li> <li>• Assistant Manager (1)</li> <li>• Office Manager (1)</li> <li>• Administration Assistants (6)</li> <li>• Park Entrance Supervisor (1)</li> <li>• Park Entrance Assistants (1 plus 5 part-time)</li> <li>• Maintenance Personnel (2)</li> <li>• Ride Operators (10 plus 30 part-time)</li> <li>• Catering Staff (1 plus 18 part-time)</li> <li>• Caretaking Staff (1 plus 15 part-time)</li> </ul>
Staff information	<p><b>General Manager</b></p> <ul style="list-style-type: none"> <li>• Monitors activities in the amusement park</li> <li>• Makes sure that the amusement park is safe and secure</li> <li>• Responsible for marketing and publicity</li> <li>• Monitors staffing requirements.</li> </ul> <p><b>Assistant Manager</b></p> <ul style="list-style-type: none"> <li>• Responsible for health and safety</li> <li>• Responsible for staff induction</li> <li>• Monitors activities of the amusement park</li> <li>• Finds out about new rides and attractions</li> <li>• Supervises the maintenance staff.</li> </ul> <p><b>Office Manager</b></p> <ul style="list-style-type: none"> <li>• Hires staff</li> <li>• Organises staff rotas</li> <li>• Manages the payroll</li> <li>• Supervises the website content.</li> </ul> <p><b>Administration Assistants</b></p> <ul style="list-style-type: none"> <li>• Process payments</li> <li>• General office administration.</li> </ul> <p><b>Park Entrance Supervisor</b></p> <ul style="list-style-type: none"> <li>• Manages the park entrance assistants</li> <li>• Supervises the queues at the entrance.</li> </ul> <p><b>Park Entrance Assistants</b></p> <ul style="list-style-type: none"> <li>• Sell tickets</li> <li>• Check tickets.</li> </ul> <p><b>Maintenance Staff</b></p> <ul style="list-style-type: none"> <li>• Complete maintenance tasks needed</li> <li>• Keep stock control system for parts up to date</li> <li>• Order parts needed for rides and attractions</li> <li>• Complete health and safety checks.</li> </ul> <p><b>Ride Operators</b></p> <ul style="list-style-type: none"> <li>• Manage the rides and attractions</li> <li>• Supervise the people on the rides.</li> </ul> <p><b>Catering Staff</b></p> <ul style="list-style-type: none"> <li>• Provide meals and snacks in restaurants and cafes</li> <li>• Make sure the vending machines are stocked.</li> </ul> <p><b>Caretaking Staff</b></p> <ul style="list-style-type: none"> <li>• Keep the amusement park clean and tidy.</li> </ul>

The premises include:

**Management office**

- General Manager – 1 desktop computer
- Assistant Manager – 1 laptop

**General office**

- Office Manager – 1 desktop computer
- Administration Assistants – 6 desktop computers

**File server room**

- File server is located in this room

**Workshop and office**

- Maintenance personnel – 1 desktop computer

**Park entrance ticket office**

- Park Entrance Supervisor – 1 laptop
- Park Entrance Assistants – 3 EPOS terminals

At present no staff use any tablet devices.

In the future Frisson Park is looking to improve systems by:

- providing an app with an interactive map to help visitors find their way around the amusement park
- analysing visitor preferences for attractions to assist with future planning for the amusement park
- providing accurate and up-to-date computerised health and safety records.

## Part B Set Task

**You must complete ALL activities within the set task.**

**Produce your documents using a computer.**

**Save your documents in your folder ready for submission using the formats and naming conventions indicated.**

Read the Set Task carefully before you begin and the hard copy notes of any preparatory work completed in **Part A**. Reading time is included in the overall assessment time.

Frisson Park has employed you to design an IT service solution by applying the IT service delivery life cycle. You should consider alternative solutions and the delivery implications these solutions may have on the current and future needs of the company.

### **Activity 1: Outline IT service strategy**

Produce an outline IT service strategy using the template **Outline\_Service\_Strategy.rtf** for Frisson Park's current and future needs.

Your service strategy should:

- identify Frisson Park's IT service and/or process requirements
- prioritise the IT service and/or process requirements in relation to the needs of the company, employees and customers
- justify how you have prioritised the IT service and/or process requirements.

Save your completed service strategy as a PDF in your folder for submission as **activity1strategy\_[Registration number #]\_[surname]\_[first letter of first name]**

You are advised to spend 1 hour on this activity.

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**(Total for Activity 1 = 8 marks)**

### **Activity 2: IT service catalogue**

Produce an IT service catalogue by defining the individual IT services for the current and future IT requirements for each given function of the company. Use the template **Define\_IT\_Services\_Catalogue.rtf**

Save your completed IT service catalogue as a PDF in your folder for submission as **activity2catalogue\_[Registration number #]\_[surname]\_[first letter of first name]**

You are advised to spend 1 hour on this activity.

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**(Total for Activity 2 = 8 marks)**



### Activity 3: IT service delivery solution

Produce a design for an IT service delivery solution that will meet the current and future needs of Frisson Park, its employees and its customers.

You should include:

- information requirements
- data requirements
- hardware and software service options
- managing infrastructure and users.

Your design evidence must contain a combination of written, tabular and annotated diagrammatic information and may consist of more than one document. There is no single preferred method of presenting this evidence.

Save your completed design as a PDF in your folder for submission as **activity3solution\_[Registration number#]\_[surname]\_[first letter of first name]**

You are advised to spend 3 hours on this activity.

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**(Total for Activity 3 = 20 marks)**

### Activity 4: Management report evaluating the solution

Produce a report that evaluates the appropriateness of the solution you designed in Activity 3 in relation to the current and future IT service delivery requirements of Frisson Park.

It should include:

- an assessment of the appropriateness of your solution
- a comparison with alternative solutions that could be used
- a rationale for choosing your solution over the alternatives.

Save your completed management report as a PDF in your folder for submission as **activity4evaluation\_[Registration number#]\_[surname]\_[first letter of first name]**

You are advised to spend 1 hour and 30 minutes on this activity.

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**(Total for Activity 4 = 12 marks)**

### Activity 5: IT service management implications report

Produce a report using the template **IT\_Service\_Management\_Implications.rtf**

Analyse the IT service management implications for Frisson Park of the solution you have designed.

Your report should cover the IT service management implications of the following areas:

- implementing your solution and delivering the company's services and products
- managing and supporting the company's employees
- managing and supporting the company's customers
- managing the company's IT assets.

Think about how each area will be affected by:

- constraints, such as legal requirements, security issues, resource limitations
- changes in the company's aims, products and services.

Save your completed implications report as a PDF in your folder for submission as **activity5implications\_[Registration number#]\_[surname]\_[first letter of first name]**

You are advised to spend 1 hour and 30 minutes on this activity.

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**(Total for Activity 5 = 16 marks)**

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**TOTAL FOR TECHNICAL LANGUAGE IN TASK = 4 MARKS**

**TOTAL FOR TASK = 68 MARKS**